L&Q Group

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| **Role title** | Workplace Engineer | **Date** | 09/07/18 |
| **Reports to Title** | Workplace Technologies Lead | **Version** | FINAL |
| **DBS Disclosure Required:** | **Yes** |  | **No** | **X** | **Standard** |  | **Enhanced** |  | **Enhanced +** |  |
| **Responsibility for End Results** |
| To proactively support, develop and maintain the Workplace experience for L&Q GroupThe role will focus on providing 3rd line BAU Desktop support and also provide the assistance to Service Delivery teams to enable improvements to first time fix % and also to provide knowledge transfer. The function will contribute to the overall problem and incident management processes in partnership with other teams within IT.The Workplace team will take responsibility for providing the technology and services to support the ability of L&Q staff to access IT services through proactively managed desktop/laptop builds, Citrix access through browser or thin-client and through the adoption of mobile working devices such as tablets, mobiles and other devices.The role will be part of the team that manages the Workplace roadmap and contribute to the overall L&Q Group strategy and service catalogue. As devices are refreshed or modernised the team will carry out the necessary works to ensure the right devices are utilised, provide the necessary builds/images and handover to the IT Support teams for ongoing deployments & support.Provide input to the device refresh across the L&Q Group, including the likely lifecycle of kit and a view of proactively tracking incidents in relation to hardware age or failure to target refresh.Provide the control around Workplace security including patches, security, updates and management of AV etc. Takes overall responsibility for the management of installation, upgrading, control and maintenance of Workplace based services at L&Q group. |
| **Key Responsibilities / Deliverables:** |
| **Main Accountabilities:** List the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%.  | ***Time******(%)*** |
| 1. Leadership and management including customer service/ values
* Operate in line with the L&Q values and delivering excellent customer service. Undertake a range of duties and business processes
* Provide the wider L&Q business with the tools to facilitate improved efficiency in their work
* Working with other members of the Cloud & Infrastructure and Engineering teams in design, installation, and configuration together with the troubleshooting of solutions required for the securing and development of the L&Q Windows and mobile devices
 | 20 |
| 1. Strategy/ achieving objectives
* Ensure own performance contributes towards team objectives and key performance indicators
* Contribute to the team’s achievement of its objectives
* Drive and support all L&Q Group wide initiatives where infrastructure or Cloud Services as concerned
* Additional Duties as required by management, this may include travel between L&Q sites
 | 30 |
| 1. Working with others – internal
* Work collaboratively with other team members
* Demonstrate strong interpersonal skills across a multitude of functions within the business
* Demonstrate exceptional customer service in day to day work with those internal to the business
 | 20 |
| 1. Working with others – external
* Demonstrate exceptional customer service in day to day work with those external to the business
* Work closely with suppliers and systems integration partners to manage escalations and problem resolution
* Contribute skills and expertise to resolve incidents, improve performance and availability, problem solve complex integration issues and implement automation for production and development
 | 10 |
| 1. Budgetary responsibility
* Adopt responsibility for the creation of value, and cost efficiency in all aspects of day-to-day work
 | 5 |
| 1. Compliance
* Ensure own compliance in respect of governance and adherence to relevant statutory and regulatory provisions
 | 5 |
| 1. Records and systems
* Maintain the necessary relevant IT records and systems
 | 5 |
| 1. Risks
* Manage risks associated with areas under the jobholder’s control
 | 5 |

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| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. |
| - |
| **People Responsibility:** Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range.  |
|  | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | 0 | 0 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities. |
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| **Technical Knowledge/Skills**  |
| List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications |
| * Strong technical knowledge of Microsoft products, including but not limited to Office365, Teams, Skype, Windows 10, and SharePoint
 | * Strong understanding of Email, Telephony, VMware, and LAN/WAN networks
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| * Previous experience in a medium-large IT organisation
 | * Previous experience in working with third parties in elements of procurement and partnering
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| * Experience working with technologies such as SCCM, Citrix, Active Directory / GPO, Profile Management
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| **L&Q Values** |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. |
| **People** |
| * We care about the happiness and wellbeing of our customers and employees
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| **Passion** |
| * We approach everything with energy, drive, determination and enthusiasm
 |
| **Inclusion** |
| * We draw strength from our differences and work collaboratively
 |
| **Responsibility** |
| * We own problems and deliver effective, lasting solutions
 |
| **Impact** |
| * We measure what we do by the difference we make
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| **Other**  |
| * Commit to supporting L&Q’s environmental policy and social mission
* I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks
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